



## IT Manager

Rhyzome Networks provides data connectivity and data centre solutions to industrial, commercial and residential customers through its more than 50km grid of fibre optic cable and Wi-Fi access point infrastructure in the City of Stratford, the Town of St. Marys and six other communities in southwestern Ontario. Rhyzome is critical to the City's strategy to establish Stratford as a digital technology centre and an internationally recognized intelligent community. For more information on Rhyzome Networks, please visit <https://rhyzome.ca/>

As the IT Manager, you will be comfortable with a large scope of responsibility and understand the security and up-time demands of critical infrastructure within the organization. You will be responsible for overseeing key points of infrastructure, applications and network, and scope for growth in a cost-effective way to meet future needs. You will work with the VP of IT to develop strategies, processes and tools which assist in driving and achieving business objectives, while ensuring optimal efficiencies and securities at a responsible cost.

This is a full-time position reporting to the Vice President of IT, and includes a comprehensive benefits package.

### **Primary Duties & Responsibilities**

- Direct, motivate and develop IT staff, maximizing their individual contribution, their professional growth and their ability to function effectively to deliver departmental priorities and goals;
- Responsible for analyzing trends from user requests and initiating improvements to overall service levels and departmental processes; providing technical guidance to IT staff in relation to troubleshooting, efficient resolution and act as a technical point of escalation to help resolve client and support issues;
- Responsible for technical support of business and process control infrastructure that includes network, server and client solutions (e.g. standards best practices, security, life cycle planning, roadmaps, R&D);
- Evaluate new and evolving technologies, proposing solutions and providing recommendations for maintaining, improving and deploying infrastructure (servers, SANS, VMware, Switches, Firewalls) in a high-up time environment;
- Conduct complex technical evaluations and recommend proposed physical and logical designs for new and existing infrastructure;
- Develop, implement, maintain and over see the enforcement of policies, processes and associated plans for the system operation and security based on industry standard best practices;
- Keep knowledge up to date in relation to industry best practice for testing, implementation, troubleshooting and supporting the range of services offered;
- Work with other IT personnel, vendors, and users to plan, coordinate, and implement system maintenance and security measures;
- Perform other duties as assigned.

### **Knowledge/Skills and Abilities**

- Completion of post-secondary education in Computer Science, Information Technology or a related field;
- 4+ years hands-on IT Support experience;
- Demonstrable supervisory experience with people, projects or other resources;



- Detail oriented, ensuring accuracy of information, and diligence in documentation.
- In depth understanding of networking concepts such as DNS, DHCP, Email, HTTP, SSL, OSI Model, and TCP/IP protocols and applications;
- Strong technical knowledge of server-based computing, virtual environment and cloud-based infrastructure;
- Strong skills in administration of software platforms (Linux/Windows/Other);
- Strong skills in virtualization technologies (Xen/KVM/VMWare/Hyper-V) including clustered storage and migration;
- Demonstrable understanding of how systems and applications work (basic logic, scripting, coding, compilation);
- Asset management standards for device management (servers, end user devices, field assets, software);
- Strong skills working with wireless protocols 802.11a/b/g/n;
- Comfort level with complicated networks;
- Strong security knowledge (certification or demonstrated);
- Familiarity with layered traffic (TCP/IP, VLANs, tunnels, Layers 1-7);
- Ability to learn new domain specific knowledge quickly and accurately;
- Strong interpersonal skills with the ability to effectively communicate and relate to all levels of the organization;
- Ability to show versatility and resourcefulness when problem solving; ability to adapt to changing demands from team members when issues arise;
- Ability to work independently and effectively as part of a team; sense of creativity when developing solutions to deal with multiple types of issues from team members;
- Ability to work in a fast paced, demanding, challenging, multi-tasking environment and organize priorities based on deadlines and importance of tasks;
- Attention to detail, willingness to learn/self teach with good analytical skills;
- Ability to effectively work within a small group of professionals to achieve shared and personal goals;

Interested candidates may apply by emailing their resume and cover letter to [hr@festivalhydro.com](mailto:hr@festivalhydro.com) by Monday, May 3, 2021. Please reference **"IT Manager"** in the subject line.

We thank all applicants for their interest but advise only those selected for an interview will be contacted. Accommodations are available during the recruitment process. Applicants contacted for an interview are asked to make their needs known in advance.